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**REQUEST  
FOR  
CONTINUED EXAMINATION (RCE)  
TRANSMITTAL**Address to:  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Application Number	09/977,494
Filing Date	October 16, 2001
First Named Inventor	Lawrence WILCOCK
Art Unit	2157
Examiner Name	Moustafa M. MEKY
Attorney Docket Number	1509-222

This is a Request for Continued Examination (RCE) under 37 C.F.R. §1.114 of the above-identified application. Request for Continued Examination (RCE) practice under 37 C.F.R. §1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

## 1. Submission required under 37 C.F.R. §1.114

- a. ☐ Previously submitted
- i. ☐ Consider the amendment(s)/reply under 37 C.F.R. §1.116 previously filed on -----  
(Any un-entered amendment(s) referred to above will be entered).
- ii. ☐ Consider the arguments in the Appeal Brief or Reply Brief previously filed on -----
- iii. ☐ Other: -----
- b. ☒ Enclosed
- i. ☐ Amendment/Reply
- ii. ☐ Affidavit(s)/Declaration(s)
- iii. ☒ Information Disclosure Statement (IDS)
- iv. ☐ Other: -----

## 2. Miscellaneous

- a. ☐ Suspension of action on the above-identified application is requested under 37 C.F.R. §1.103(c) for a period of ----- months. (Period of suspension shall not exceed 3 months; Fee under 37 C.F.R. §1.17(l) required)
- b. ☐ Other: -----

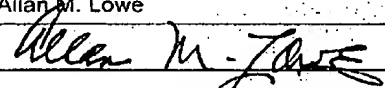
## 3. Fees

The RCE fee under 37 C.F.R. §1.17(e) is required by 37 C.F.R. §1.114 when the RCE is filed.

- a. ☒ The Director is hereby authorized to charge any deficiency in the following fees, or credit any overpayments, to Deposit Account No. 08-2025
- i. ☐ RCE fee required under 37 C.F.R. §1.17(e) - \$790.00 or \$395.00
- ii. ☐ Extension of time fee (37 C.F.R. §§1.136 and 1.17) - \$-----
- iii. ☐ Other: -----
- b. ☐ Check No. ----- in the amount of \$----- is enclosed.
- c. ☐ Payment by Credit Card Form PTO-2038 enclosed.

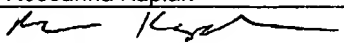
WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT REQUIRED**

Name (Print/Type)	Allan M. Lowe	Registration No. (Attorney/Agent)	19,641
Signature		Date	April 12, 2005

**CERTIFICATE OF MAILING OR TRANSMISSION**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner For Patents, Box RCE, Alexandria, VA 22313-1450, or facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Name (Print/Type)	Roseanna Kaplan	Date	April 12, 2005
Signature			

AML:rk

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Docket No. 30004631-2 US

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of : Confirmation No. 1543  
Lawrence WILCOCK et al. : Art Unit: 2157  
Serial No. 09/977,494 : Examiner: M. Meky  
Filed: October 16, 2001 :  
For: CONTACT CENTER

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

April 12, 2005

Sir:

In accordance with the provisions of 37 C.F.R. §1.56, §1.97, and §1.98, the Examiner's attention is hereby directed to the documents listed on the attached Form PTO-1449. The listed documents were cited in connection with related copending Application Serial Nos. 09/977,495; 09/977,496; 09/977,497; 09/977,499; and 09/977,501. It is respectfully requested that the listed documents be expressly considered during prosecution of this application, and that the documents be made of record herein and appear among the "References Cited" on any patent to issue from the present application.

This Information Disclosure Statement is being filed in conjunction with the accompanying Request for Continued Examination (RCE).

Respectfully submitted,

Lawrence WILCOCK et al.

By: 

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Sheet 1 of 1

<b>INFORMATION DISCLOSURE CITATION IN AN APPLICATION  (FORM PTO-1449)</b>				DOCKET NO. 1509-222		SERIAL NO. 09/977,494	
				APPLICANTS Lawrence WILCOCK et al.			
				FILED October 16, 2001		GROUP ART UNIT 2157	
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
	5,758,281	05-1998	EMERY et al.				
	5,907,547	05-1999	FOLADARE et al.				
	5,914,951	06-1999	BENTLEY et al.				
	6,006,269	12-1999	PHAAL, Peter				
	6,166,730	12-2000	GOODE et al.				
	6,311,231	10-2001	BATEMAN et al.				
	6,349,290	02-2002	HOROWITZ et al.				
	6,714,987	03-2004	AMIN et al.				
	6,747,970	06-2004	LAMB et al.				
	6,807,564	10-2004	ZELLNER et al.				
	6,810,405	10-2004	LaRUE et al.				
	6,442,590	8-2002	INALA et al.				
	6,259,701	7-2001	SHUR et al.				
	6,487,195	11-2002	CHOUNG et al.				
	5,956,027	9-1999	KRISHNAMURTHY				
	6,434,599	8-2002	PORTER				
	6,430,567	8-2002	BURRIDGE				
	6,295,550	9-2001	CHOUNG et al.				
	6,748,420	6-2004	QUATRANO et al.				
	6,167,432	12-2000	JIANG				
	6,181,697	1-2001	NUREMBERG et al.				
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)</b>							
EXAMINER				DATE CONSIDERED			

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

AML:tal:rk